

Version No.			

ROLL NUMBER						



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Answer Sheet No. _____

Sign. of Candidate _____

Sign. of Invigilator _____

Working Principles of Hotel SSC-I

SECTION – A (Marks 06)

Time allowed: 10 Minutes

Section – A is compulsory. All parts of this section are to be answered on this page and handed over to the Centre Superintendent. Deleting/overwriting is not allowed. **Do not use lead pencil.**

Q.1 Fill the relevant bubble for each part. All parts carry one mark.

1) What In the hospitality industry, safety and hygiene training primarily aim at:

- (a) Enhance customer satisfaction
- (b) Prevent workplace accidents and ensure guest safety
- (c) Promote healthy competition among employees
- (d) Increase profits through cost reduction

2) Workplace sanitation involves:

- (a) Cleaning and maintaining employee uniforms
- (b) Keeping the workplace clean, safe, and hygienic
- (c) Offering discounts to customers for hygiene-related complaints
- (d) Providing free hand sanitizers to employees

3) Food safety and hygienic standards are crucial in the hospitality industry to:

- (a) Reduce employee turnover
- (b) Minimize the use of cleaning products
- (c) Prevent foodborne illnesses and ensure guest well-being
- (d) Attract investors to the business

- 4) Occupational Health, Safety, and Environment (OHSE) programs focus on:
- (a) Maximizing company profits
 - (b) Providing employee entertainment
 - (c) Protecting the health and safety of employees and the environment
 - (d) Meeting daily productivity quotas
- 5) Personal grooming and professionalism in the hospitality industry entail:
- (a) Expressing one's personality through eccentric attire
 - (b) Adhering to personal hygiene standards and presenting a positive image to guests
 - (c) Demonstrating a carefree attitude towards work
 - (d) Avoiding customer interactions to maintain professionalism
- 6) Personality development programs in the hospitality industry help employees:
- (a) Develop culinary skills
 - (b) Gain promotions quickly
 - (c) Enhance their communication, leadership, and interpersonal
 - (d) Achieve work-life balance



Federal Board SSC-I Examination
Working Principles of Hotel
Model Question Paper

Time allowed: 2.00 hours

Total Marks: 24

Note: Answer any seven parts from Section 'B' and attempt any two questions from Section 'C' on the separately provided answer book. Write your answers neatly and legibly.

SECTION – B (Marks 14)

Q.2 Attempt any **SEVEN** parts from the following. All parts carry equal marks. Be brief and to the point. **(7 x 2 = 14)**

- i. What is the primary purpose of safety and hygiene training in the hospitality industry?
- ii. Explain the importance of maintaining workplace sanitation in a hotel or restaurant.
- iii. List three common foodborne illnesses and briefly describe their symptoms.
- iv. Why is it essential for employees to follow Occupational Health, Safety, and Environment (OHSE) guidelines?
- v. Name any two personal grooming practices that are crucial for hospitality professionals.
- vi. How can a positive attitude and professional appearance impact a hospitality career?
- vii. Define personality development and give its significance in the hospitality field.
- viii. Give an example of a situation where effective interpersonal skills are vital for a hotel receptionist.
- ix. Explain a method to prevent cross-contamination of food in a kitchen.
- x. What steps can employees take to contribute to a safe and hygienic workplace environment in a hotel or restaurant?

SECTION – C (Marks 10)

Note: Attempt any **TWO** questions. All questions carry equal marks. **(2 x 5 = 10)**

- Q.3** Write down the key principles of safety and hygiene in the hospitality industry and explain why they are important for both employees and guests.
- Q.4** Discuss the critical aspects of workplace sanitation and provide examples of how maintaining a clean workspace benefits a hospitality establishment.
- Q.5** Explain the HACCP (Hazard Analysis and Critical Control Points) system and its role in ensuring food safety and hygiene in a restaurant or hotel kitchen.